

Zix Lexicon Questions and Answers

- Internal email, will this affect them?

No. When an email is sent internally from one mailbox to another without leaving the State's Exchange system, it does not pass through the Zix Gateway and is not reviewed

- I had heard that all email was going to be scanned for the purposes of archives and FOAA retention. Is this part of the initiative, or is that something else?

This is an independent effort to protect sensitive data. The gateway does not store email for retention purposes. A proof of concept is underway with Office 365 which has the capabilities to address FOAA retention.

- Will encryption take place for emails sent only within the State's domain of @maine.gov?

Only outbound mail will be scanned, nothing internal.

- Will an employee be able to force an outgoing email to be encrypted to protect things like scanned handwritten information? If so, how does one force encryption to happen?

Setting the sensitivity flag on an outgoing e-mail in Outlook to "Confidential" will cause the message to be encrypted.

- This could be very problematic for our program which deals with DUNS numbers for each of our grant Recipients and sub recipients, and taxpayer ID numbers for the contractors and some subs on projects.

Example DUNS numbers formats are: 07 747 XXXX, 02-433-XXXX.

Example TID numbers formats are: 01-0424XXX, 01-0529XX

The standard Lexicons do not scan for TAX ID numbers, so that should not be a problem. Also, the only format that would conflict even if you use the TAX ID Lexicon would be "01-0424xxx" and an exception can be created for that.

- Will stock cusip numbers (8 numbers) be encrypted? If so, is there a way to avoid this from happening?

The standard Lexicons do not scan for 8 digit numbers.

- Can you please elaborate on the "Insurance Information" identifier in the Health Terms Lexicon?

Does this mean that the specific phrase "Insurance Information" will trigger the encryption or will any information that looks like it is insurance related information trigger encryption? If the latter, please expound on the specific words that will trigger encryption.

No, it will not force encryption. The Health Identifier Lexicon is ANDed with the Health Terms Lexicon so it would take the term "Insurance Information" plus an Identifier (SSN, date of birth, patient id, etc... in order to force encryption.

- Many employees send their phone number as part of their signature. A bare phone number with area code looks like a social security number. (For example 207-287-3352) Will the inclusion of a phone number by itself trigger encryptions? Will a phone number like (207)287-3352 trigger encryption? Will 1-800-525-1252 trigger encryption?

No, the SSN Lexicon only scans for 9 digit numbers and phone numbers are 10 digit numbers so the examples you sent would not be picked up.

- How is a Vehicle Identification Number a Health Identifier? I suggest it is not and should not be scanned.
The normal HIPPA Lexicon can be customized upon request to ignore VIN numbers.
- I send an email to a customer and it is encrypted by Zix, will their reply to the email still be encrypted?
Yes, their reply to this email will be encrypted.
- Can we reply that Zix meets Pub. 1075 requirements and is acceptable for handling FTI as well as perhaps proprietary corporate financial data?
Yes, all personal tax information uses Social Security Numbers, so those would be picked up and encrypted. We could add on the TAX ID number Lexicon to catch Tax Id numbers for corporations.
- How long is the confirmation time? (Can we go on vacation for 2+ weeks without losing emails?)
The confirmation time refers only to the first time a user creates a password at the Zix portal. At this time, a confirmation email is sent from Zix to the user with a hyperlink used to confirm their email account. This email containing the hyperlink expires after 24 hours as a security feature
- If I am on vacation and receive an encrypted email, will the sender still get my out of office notification?
If the user has enabled their Out Of Office Notification in Outlook the sender will receive that message.
- What happens to emails that are not retrieved within the confirmation time?
Messages on the portal that are not accessed will typically expire. The expiration date can be set for branded/custom portal but cannot be set for the Zix Message Center.
- As a supervisor, I have the ability to access some of my employees' mailboxes. If they receive an encrypted email, will I be able to open it?
If the message is already decrypted and is not needing you to sign into the secure message center you will have access to those.
- We share a lot of financial data (income statements, balance sheets, financing documents) with utilities. If the Financial aspect grabs this we might have an issue.
Policies can be set up to make exclusions for email addresses for email domains, so emails to those domains can bypass the filters.
- Will we be able to bypass the encryption by using an identifier in the header?
Yes, a bypass policy with a keyword can be created.
- Has anyone tested this to see how it works when the recipient tries to access with a mobile device?
An end recipient that does not have a Zix Corp product will have to access the message from the secure message center, which can be accessed on a mobile device.
- One question we have is how would this impact emails sent between Legislature and the Courts, who are part of State Government but on different email systems?

We have a policy to not encrypt email to the Legislature, as for the Courts, the Lexicons would apply.

- Is that one time rate per user?

No, the rate is a onetime cost of \$150.00 per custom Lexicon. This is not a per user charge.

- I would like to know how Maine Revenue Services has dealt with this issue. If they have somehow made it work, I don't see why we couldn't take the same approach.

MRS is waiting for the canned Lexicons to be enabled and will utilize this feature as well.

- If an agency or group does not want to have all their email encrypted, can a policy be set to exclude them?

Yes, groups can be excluded from the Lexicon rules upon request.

- DECD just asked if they could be excluded.

A policy can be written to exclude them. The waiver request would need to come from an authorized individual and would need to be put in writing and submitted to Office of Information Technology.

- We hope to be able to eventually e-mail our sensitive docs directly to customers rather than mailing them. Would this mean each customer would have to log into Zix mail to receive their documents?

Yes, each customer would have to log into the Zix portal to receive the message.

- Is there an additional cost to this feature outside the regular email services fee?

Only if a unique policy/Lexicon needs to be created for a group/agency

- Does Zix have the capability to scan attachments (pdf, tif, etc.) within the email to determine encryption?

Yes, this can be set in the policy. It will scan all attachments if selected. It cannot scan image/screenshots.

- If an email is automatically encrypted and it is being sent to other **State** recipients (maine.gov), will State employees need to register with Zix as well to open the encrypted message(s)?

Internal emails between State workers (maine.gov) do not pass through this Gateway server so it will not be encrypted.

- Could this group of people be excluded from this Zix Gateway change if we choose to exclude them?

Yes, policies can be set up to make exclusions for email addresses

(Example: john.smith@maine.gov) or for email domains (example: *@maine.gov).